

City of Chattanooga, TN
Personnel Class Specification

Class code 0524

FLSA: Exempt

CLASSIFICATION TITLE: PUBLIC WORKS TECHNICAL INFORMATION CENTER MANAGER

PURPOSE OF CLASSIFICATION

The purpose of this classification is to perform administrative and technical tasks at the managerial level managing information services operations for the Technical Information Center (TIC) in the Engineering Division of the Public Works department. Provides data management and analysis, mapping and geographical information systems (GIS), and support for the City and staff. Participates in budgeting, scheduling, estimating, and bidding process of the TIC. Manage property acquisition activities for the Engineering Division and the Sewer Treatment Plant. Manage office support staff for the Engineering Division and Public Works Administration.

ESSENTIAL FUNCTIONS

The following duties are normal for this position. The omission of specific statements of the duties does not exclude them from the classification if the work is similar, related, or a logical assignment for this classification. Other duties may be required and assigned.

Manages assigned departmental staff; supervises, directs, counsels and disciplines staff; evaluates and monitors staff performance; completes employee performance appraisals; trains staff members for designated positions.

Manages the Technical Information Center, providing data management and analysis, mapping, and geographical information system services; determines most efficient method to process data requests and provides/presents information; advises staff on data availability; maintains and organizes collected data for practical use; provides suggestions and recommendations to other planners on data organization for projects.

Examines operations and confers with staff members to determine needs; establishes policies and procedures to ensure efficient data and mapping service support; establishes goals and objectives; monitors progress toward goals.

Provides computer service and assistance to staff and other divisions/departments as needed; conducts computer hardware and software needs assessments, cost estimates, and budgeting; develops computer specifications and acquisitions and creates applications as needed to meet automation needs; implements procedures and applications for system operation; develops procedures to convert existing data into the system and oversees implementation; designs mechanisms and formats for reports, maps and other forms of data output.

Develops and maintains GIS; analyzes data needs, designs and manages complex databases.

Supervises and manages the City As-Found program for Sewer and Stormwater structural inventory; updates and inputs all information collected from the field by the As-Found program automatically to the City GIS database.

Provides information and services to elected officials, the public, consultants, prospects, and the private sector; listens to requests and analyzes to clarify needs; makes recommendations for solutions; schedules services as needed; coordinates with other division as needed.

Coordinates and conducts meetings with other departments.

Prepares annual budget; monitors spending and expenses to ensure compliance with budgetary guidelines and restrictions; makes recommendations for adjustment as needed.

Prepares correspondence, reports, documents, and other written and oral information as required; reviews for accuracy and completeness; maintains copies for departmental records and future reference by authorized individuals.

Develops requests for services from outside service contractors; interviews consultants and vendors; makes recommendations for contracting consultants and/or vendors; monitors progress.

Serves as the Census Bureau liaison; distributes and interprets data.

Attends meetings, training courses, seminars and classes as required to keep apprised of updated systems and changes, and trends within the industry; trains staff regarding updates information received.

Conducts research regarding information systems when required; performs special projects; analyzes data and information; makes recommendations for changes or improvements.

Coordinates City geographical information system with other local governments and agencies.

Manages and directs all phases of acquisitions and appraisals of easement and right-of-way for the City.

Communicates with City council, City engineers, consulting engineers, City officials, land agents, appraisers, and the public as needed to coordinate work activities, review status of work, exchange information, resolve problems, and provide technical expertise.

Approves all acquisitions work submitted by land agents or appraisers.

Coordinates equitable settlements for property taking; reviews with property owners; approves settlements.

Ensures compliance with all applicable codes, laws, rules, regulations, standards, policies, and procedures; initiates any actions necessary to correct deviations or violations.

Supervises, directs and evaluates the office support staff to provide office support to Public Works Administration, City Engineer, Engineering, and Stormwater sections.

Manages answering phone service to provide information or direct calls as appropriate; responds to public inquiries and/or problems by phone or in person; may also monitor and relay messages.

Maintains departmental supplies and equipment; reviews products for department use and makes recommendations; obtains quotes for department equipment and supplies.

Assembles and prepares department reports; monitors and processes all required certifications and renewals as required.

Reviews and performs work to ensure all section functions are within guidelines and regulations; completes standard reports and forms; keeps office personnel informed of changes in regulations or policies.

May serve as witness or notary public to document signatures or activities.

ADDITIONAL FUNCTIONS

Performs other related duties as required.

MINIMUM QUALIFICATIONS

Bachelors degree in Engineering, Computer Science, or a direct equivalent degree; supplemented by three to five years experience in a supervisory or management level position involving engineering and computer related responsibilities; or any equivalent combination of education, training, and experience which provides the requisite knowledge, skills, and abilities for this job.

PERFORMANCE APTITUDES

Data Utilization: Requires the ability to coordinate, manage, and/or correlate data. Includes exercising judgment in determining time, place and/or sequence of operations, referencing data analyses to determine necessity for revision of organizational components, and in the formulation of operational strategy.

Human Interaction Requires the ability to perform in a supervisory capacity over subordinate supervisors.

Equipment, Machinery, Tools, and Materials Utilization: Requires the ability to operate, maneuver and/or control the actions of equipment, machinery, tools, and/or materials used in performing essential functions.

Verbal Aptitude: Requires the ability to utilize a wide variety of reference, descriptive, advisory and/or design data and information.

Mathematical Aptitude: Requires the ability to perform addition, subtraction, multiplication and division; ability to calculate decimals and percentages; may include ability to perform mathematical operations with fractions; may include ability to compute discount, interest, and ratios; may include ability to calculate surface areas, volumes, weights, and measures.

Functional Reasoning: Requires the ability to apply principles of influence systems, such as motivation, incentive, and leadership, and to exercise independent judgment to apply facts and principles for developing approaches and techniques to resolve problems.

Situational Reasoning: Requires the ability to exercise judgment, decisiveness and creativity in situations involving the evaluation of information against sensory, judgmental, or subjective criteria, as opposed to that which is clearly measurable or verifiable.

ADA COMPLIANCE

Physical Ability: Tasks require the ability to exert light physical effort in sedentary to light work, but which may involve some lifting, carrying, pushing and/or pulling of objects and materials of light weight (5-10 pounds). Tasks may involve extended periods of time at a keyboard or work station.

Sensory Requirements: Some tasks require the ability to perceive and discriminate colors or shades of colors, sounds, and visual cues or signals. Some tasks require the ability to communicate orally.

Environmental Factors: Essential functions are regularly performed without exposure to adverse environmental conditions.

Chattanooga, Tennessee, is an Equal Opportunity Employer. In compliance with the Americans with Disabilities Act, the City will provide reasonable accommodations to qualified individuals with disabilities and encourages both prospective and current employees to discuss potential accommodations with the employer.